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# The Ontario Provincial Parks Council

Annual Report  
1987/88





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# **The Ontario Provincial Parks Council**

**Annual Report  
1987/88**

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June, 1988

The Honourable Vincent Kerrio  
Minister  
Ministry of Natural Resources  
6th Floor, Whitney Block  
Queen's Park  
Toronto, Ontario  
M7A 1W3

Dear Mr. Minister:

I attach the Annual Report of the Ontario Parks Council for the period from December, 1986 to March 31, 1988.

In 1987, the Provincial Parks Council carried out a familiarization programme for the six new members (out of a total of eight). In addition, the Parks Council developed recommendations resulting from the request to assess how the Provincial Parks system is meeting the needs of park users, particularly the family, and further to suggest what improvements could be made to the services, facilities, and programmes offered in parks. Public involvement was obtained through direct mail, direct user contact, media interviews, bilingual brochure and comment card, and through direct Council Member contact at approximately fifty-four parks. The final report, with recommendations, was forwarded to the Minister in December of 1987.

In 1988, the Provincial Parks Council has commenced Management Plan reviews of Quetico Provincial Park and Algonquin Provincial Park.

With regard to Quetico Provincial Park, an information package was made available to the public with a comment card for their suggestions to be forwarded. Council held public meetings on Quetico Provincial Park at the following locations; March 1st - Fort Frances, March 2nd - Atikokan, March 3rd - Thunder Bay, March 28th - Toronto. Since this task was in progress at the end of the 1987-88 (March 31st, 1988), a report on this review will be given in Council's Annual Report for 1988-89.

Council has held one orientation session dealing with background information on the management plan review for Algonquin Park. Council expects to complete this review during the 1988-89 year.

Council firmly believes that the public involvement exercises were very successful and that the parks system will benefit from this collective concern.

Page 2  
June, 1988  
The Honourable Vincent Kerrio

The Council looks forward to continuing the advisory process in 1988-89.

Yours sincerely,

A handwritten signature in cursive script that reads "Lloyd BurrIDGE". The signature is written in dark ink and is positioned above the printed name.

L.O.W. BURRIDGE  
Chairman  
Provincial Parks Council

LOWB:sc

Encl:

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#### ACKNOWLEDGMENTS

The Council is indebted to a great many people and organizations for making its work possible. It takes this opportunity to thank The Honourable Vincent Kerrio, Minister of Natural Resources, for providing support, and for demonstrating a continuing interest in its work. The personnel of the Provincial Parks Program of the Ministry were, and continue to be, invaluable, not only in Toronto but also in the districts, regions, and parks which Council visited in 1987 and 1988 including; Kettle Lakes, Lake Superior, The Pinery, Sandbanks and Quetico Provincial Parks, Timmins, Wawa, Wingham, Napanee and Atikokan Districts and Northern, Northeastern, Southwestern, Eastern and North Central Regions.

In the Toronto Office, Norm R. Richards, the Director of Parks and Recreational Areas Branch, and our Co-ordinators, Fred Bishop and Don Hallman, provided indispensable assistance and encouragement. In the Council's office in Windsor, our Secretary Sophie Caird, continued to prove invaluable in dealing with the innumerable letters telephone calls and responses. Finally, Council extends its thanks to the many organizations and individuals that came forward to express their views through correspondence, phone calls, or at the public meetings. Without the active involvement of these people and groups, the work of the Provincial Parks Council would certainly have been in vain.

## 1. THE PROVINCIAL PARKS COUNCIL

### 1.1 ABOUT THE COUNCIL

The Provincial Parks Council is a citizens' advisory committee which reports to the Minister of Natural Resources on matters pertaining to the policy, planning, development and management of Ontario's Provincial Parks.

Council's terms of reference are:

1. To advise, make recommendations and report to the Minister of Natural Resources on matters the Minister refers to the Council regarding policy in the areas of planning, management and development of the Provincial Parks System in relation to changing public needs;

2. The Council shall hold public meetings to receive briefs at such times as the Minister may direct; and,

3. In addition to such other reports the Council may make, it shall submit an annual report of its activities to the Minister.

To help ensure that the Provincial Parks System remains responsive to the public, Council provides a forum for soliciting and receiving public comment on park-related matters.

## 1.2 MEMBERS OF COUNCIL

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1.3      CONTACTING THE PROVINCIAL PARKS COUNCIL

To contact the Council about any matter pertaining to Ontario's provincial parks, please write or telephone the Chairman at the following address:

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Provincial Parks Council  
2450 McDougall Street  
Windsor, Ontario  
N8X 3N6

Telephone:

(519) 255-6731

## 2. THIS YEAR'S PROGRAM

### 2.1 THE FAMILY USE OF PROVINCIAL PARKS

#### 2.1.1. Terms of Reference

The Minister asked Council in 1987 to assess how well the provincial parks system is meeting the needs of its users through the following;

#### Background:

The 'family' represents the Ontario provincial parks system's principal client group. The Ministry is concerned that the parks system remains responsive to the needs of this particular market segment.

While the Ministry conducts formal, bi-annual park user surveys and regularly monitors park use on a more informal basis, an independent assessment of how well the system is meeting public needs would supplement the Ministry's current data bases and understanding of its primary park user group.

#### Task:

To assess, in consultation with the public how well the existing provincial parks system is serving the needs of park users, particularly the family, and further, to suggest what improvements could be made with respect to services, facilities and programming offered in parks.

While the focus of the task is the 'family', the Council will also consider the viewpoints offered by other park users during consultation.

Park services, facilities and programming include, but are not limited to, the following:

- |             |   |
|-------------|---|
| services    | <ul style="list-style-type: none"><li>- information (eg. Parks Guide, leaflet, tabloid) received prior to and during a visit</li><li>- hospitality of park staff</li><li>- campsite reservation service</li><li>- enforcement of park regulations</li><li>- use of the alcohol ban in selected parks on May weekends.</li></ul> |
| facilities  | <ul style="list-style-type: none"><li>- campsite amenities (eg. picnic tables, electrical hook-ups, fireplace grates)</li><li>- personal care facilities (eg. toilets, comfort stations, showers)</li><li>- facilities/use areas (eg. visitor centre, picnic areas, beaches)</li></ul>  |
| programming | <ul style="list-style-type: none"><li>- recreational activities (eg. outdoor skills training (canoeing), organized events)</li><li>- interpretive programs (eg. conducted walks, evening programs).</li></ul>   |

As part of its consideration of services offered in parks, the Council will encourage public comment specifically on the approach to security and enforcement used in provincial parks.

Further, the Council will seek the public's reaction to the use of the alcohol ban and whether its use should be reduced or extended to more parks in the system. The alcohol ban is a management tool which has been used in recent years in order to assist in controlling the rowdiness traditionally experienced on the Victoria Day weekend. This year the alcohol ban was in effect in 15 parks from May 8 to May 18.

#### Methods:

Ministry to provide briefings and material to Council regarding park use/users, services, facilities and programming.

Individual Council members to visit parks during operating season to acquaint themselves with park services, facilities and programming, and to engage users in informal discussion regarding the task. Members are encouraged to camp as well as to visit on a day-use basis.

Council/Ministry to prepare a brochure for distribution in all parks during the operating season to solicit comments regarding the task.

Council to visit a number of parks in both northern and southern Ontario during the peak operating months of July and August (Kettle Lakes, Lake Superior, Sandbanks and The Pinery Provincial Parks).

During these visits, consultation techniques to include open houses, campsite visitation and day-use area visitation.

#### Reporting:

Council to prepare and submit a report, setting out its findings and any recommendations, to the Minister.

#### 2.1.2. Work Program

In fulfilling the assignment given to Council, the following was undertaken:

- (1) Initial meeting, March 4 and 5, 1987, Toronto to discuss terms of reference, develop a work program and scheduling.
- (2) Letters were sent to thirty-six (36) key interest groups (listing - Appendix "A")
- (3) A bilingual brochure and comment card outlining the task was distributed to all provincial parks (sample enclosed - Appendix "B")
- (4) Direct user contact was made by members of the Provincial Parks Council, July 22-26, 1987 (Kettle Lakes and Lake Superior Provincial Parks) and August 18-22, 1987 (Pinery, Ipperwash, Darlington and Sandbanks Provincial Parks). At each park the Council took part in the evening program, visited campsites and interviewed users directly. A summary of the contacts is found in Appendix "C".

- (5) Media interviews were also held with MC TV, Timmins; Timmins Daily Press; CBC Radio, Toronto; CKO Radio, Timmins; CBC Radio, Thunder Bay; CBC Radio, Ottawa; Radio Station CJBQ, Belleville; and the Belleville Intelligencer Newspaper.
- (6) Parks Council members were encouraged to visit as many parks as possible on their own during the summer months. A total of fifty-four (54) parks were visited in this way.
- (7) Letters from key interest groups were analyzed; approximately 1,150 individual returned comment cards from ninety-seven (97) parks (Appendix "D") were reviewed and analyzed during several meetings of the provincial Parks Council.
- (8) Comments pertaining to individual provincial parks were grouped and forwarded to the appropriate park superintendent and district park supervisor.
- (9) Council met October 6-7, 1987 in Toronto to review comments, discuss issues and to draft recommendations.
- (10) The final report with recommendations was approved at Council's meeting December 1-2, 1987 in Toronto and forwarded to the Minister immediately.

## 2.2 QUETICO PROVINCIAL PARK MANAGEMENT PLAN REVIEW

### 2.2.1 Terms of Reference

The Minister asked Council to participate in the review of the management plan for Quetico Provincial Park through the following;

- o review and evaluate background information and assist the Ministry in preparing the information package,
- o host a public consultation process related to the management plan review,
- o evaluate public input and prepare recommendations on management plan policies and directions.

### 2.2.2 Work Program

During the 1987/88 year, Council undertook the following;

- (1) During Council's meeting, December 1-2, 1987, Toronto, there was an initial briefing on Quetico and review of information package.
- (2) Council held public meetings to receive public comments on the Quetico Provincial Park Management Plan at the following locations;

- March 1 - Fort Frances
- March 2 - Atikokan
- March 3 - Thunder Bay
- March 28 - Toronto

Since this task was in progress at the end of the 1987/88 year (March 31, 1988), a complete report on this review will be given in Council's annual report for 1988/89.

### 3. THE FAMILY USE OF PROVINCIAL PARKS

#### Report, Recommendations and Minister's Response

##### FUNDING

##### 1. Funding Needs

The Ministry is to be congratulated on the use of short-term funding initiatives which became available in late 1986, early 1987. However, it was obvious that 1987 constraints and those of earlier years had a deleterious effect on the system, particularly infrastructure, staff levels and morale. Comments from the public indicated that the protection mandate of the Ministry is very important and funding for maintaining the resource is essential.

Suggestions dealing with the expansion of the existing plant indicated that the capacity should be expanded only selectively where demonstrated market demand exists and that the focus should be on improving what is already in the system rather than expanding where markets are now well developed.

##### Recommendation 1:

That the Ontario Government continue to demonstrate its commitment to the Provincial Parks System by increasing the funding available to maintain and improve park services, facilities and programs.

##### Minister's response:

Within the last year, my Ministry has taken steps to obtain additional funding for the provincial parks program. Needs for improved maintenance, and upgraded and new facilities have been assessed. A proposed 5-year program leading to the celebration of the Provincial Parks Centennial in 1993 has now been approved by Cabinet. I shall endeavour to see that funding for this program and for the operation of parks at standards acceptable to the public receives priority in my Ministry's budgeting. As you no doubt realize, ongoing additional funding must be considered in the context of other demands particularly in the areas of social services, health and education.

##### 2. Constraints

It is recognized that parks are seasonal operations, high profile and sensitive to the public. Seasonal expenditures once approved, are therefore difficult to curtail or defer upon the receipt of a mid-season financial constraint. Invariably, the maintenance, staff and programs suffer. The public has noticed and commented unfavorably this past season.

##### Recommendation 2:

That when funding is approved for the Provincial Parks System, it be allowed to be spent rather than subject to financial constraints during the operating year.

### Minister's Response:

In responding to mid-year financial constraints, efforts are made to protect essential park operations including visitor services from cut backs during the operating season. However, in one or two instances this past year, visitor services programs were affected and comments were received from park users. We shall strive to improve the situation in the future. Constraints, however, are dictated by the government revenue situation and must be accommodated somewhere in our budgets - often creating difficult choices among priorities and programs.

### FEES

There is a general consensus that the existing fee charges and structure were appropriate. Concern was expressed with regards to large increases in any particular year and some indicated that smaller incremental increases would be preferable. Specific areas of concern were:

#### 3. Interior Fees:

Family participation in the interior of the Provincial parks is to be encouraged. It was, however, found by families that the fee structure was too high in comparison to car camping. A suggestion was received that children should begin to pay a fee at the same age as the age requirement for a fishing license.

#### Recommendation 3:

That interior camping fees be reviewed in relation to car camping fees.

### Minister's Response:

I agree with your concerns that fees for families camping in the interior of provincial parks are high in comparison to car camping fees. We are implementing changes to the fee schedule for 1988 which will address this matter. Full fees will be charged only for adults age 18-64, a half-price fee will be introduced for children age 12-17, and free entry will be provided for others.

#### 4. Other Fees

**Seniors:** The survey analysis indicated that the public is basically equally divided between those who feel that senior citizen discounts should be maintained and those who indicate that the discounts should be eliminated. Expressions were received that the reduction for seniors was too large and that a minimum camping fee should be charged for seniors. There appeared to be some abuse of the system by seniors and others overstaying their visits as well as leaving campsites unattended during the weekends when demand is the highest.

**Subsidies for Disadvantaged Groups:** Several suggestions were received that a reduced fee should be charged for persons on fixed disability pensions (half price fee was suggested).

**Annual Camping Pass:** It was suggested that an annual pass entitling purchaser to reduced camping fees be investigated as a marketing technique.

#### Recommendation 4:

It is recommended that the fee schedule be reviewed with regard to the following concerns:

- interior use fee felt to be too high for families with young children in comparison to campsite fees
- minimum camping fee to be charged for seniors
- a reduced fee for persons on fixed disability pensions
- an annual camping pass.

#### Minister's Response:

I have addressed the first concern previously. Your recommendation regarding an minimum camping fee for seniors will be considered in our ongoing discussions on appropriate camping fees for seniors. To improve accessibility for the disabled, we are focusing on improving physical access to park facilities -- something which many disabled tell us is more effective in improving use than fee reductions, which at present would be difficult and costly to administer. My staff will be investigating the possibilities for an annual camping pass. As government funding pressures continue to rise, it will be increasingly important to maintain an adequate contribution from park revenues toward the costs of providing current levels of service in parks.

#### 5. Fee Increases

Visitors expect continuing or improved services and facilities when fees are increased. Extra fees for special services, facilities or programs for example, tennis courts, theatre group, enhanced interpretive programmes, etc. were some of the suggestions received.

The general public indicated that they preferred annual incremental fee increases on an infrequent basis.

#### Recommendation 5:

That small incremental yearly increases be approved in the fee schedule rather than sporadic large fee increases.

#### Minster's Response:

Acknowledged. The principle of small incremental annual increases is being followed in setting our strategy for park fees.

## MARKETING

### 6. Marketing Emphasis

Provincial parks are Ontario's best kept secret. A co-ordinated marketing approach needs to be developed so that the lesser known and under-utilized provincial parks become better known to Ontario residents and out-of-province visitors. For example, there appeared to be a lack of marketing co-ordination and information sharing between the Ministry of Natural Resources, other Provincial Ministries, municipalities surrounding provincial parks, etc. More emphasis on raising awareness and promoting other parks in the province through films, slides and promotional materials in the parks' visitor services program would be welcomed. There appeared to be a need also for improved advertising to heighten awareness of park opportunities and events.

#### Recommendation 6:

It is recommended that a full-time Marketing Manager position in Parks and Recreational Areas Branch be created to oversee the marketing efforts of the Provincial Parks System.

#### Minister's Response:

I recognize the need to continue the development and implementation of a coordinated approach to marketing for provincial parks. In assessing staffing and funding needs, we shall give consideration to Council's suggestion for the creation of a full-time marketing manager. Since coordination of marketing/promotion activities has been consolidated in Communications Services Branch, such a position might well be associated with that Branch.

### 7. Extended Operating Seasons

Many of the users commented that the operating season should be extended in the spring and fall periods. It was indicated that this could be an excellent marketing tool to take advantage of the spring beauty and fall leaf colours.

#### Recommendation 7:

That the operating season for the Provincial Parks be extended where the use warrants.

#### Minister's Response:

Current operating season policy for provincial parks provides for extended seasons in selected parks close to population centres or along major tourist routes where warranted by demand. Further extension of operating seasons is a costly item and would be justified only if there are significant market demands not currently met. We shall undertake to re-examine park operating seasons in relation to needs.

## 8. Special Populations

The Ministry of Natural Resources is currently undertaking a study to look at the non-users of the parks system and the reasons for their non-use. The Ministry is to be congratulated for this step. However, the users indicated that the Ministry should take the initiative in promoting co-operative approaches and creating park opportunities for special populations, e.g. disabled, single parent families, people in institutions, low income groups, schools, etc. particularly in near-urban parks.

### Recommendation 8:

That special marketing efforts be undertaken to encourage the use of the Provincial Parks System by special populations such as the disabled, single parent families, people in institutions, low income groups etc.

### Minister's Response:

I agree with this recommendation. We shall investigate further the means of encouraging use by special populations, and develop new initiatives to meet the needs of these groups. For example, our 5-year program to upgrade current park facilities and develop new facilities includes a focus on improving access to park opportunities and facilities by the disabled. Current market research is helping to identify the extent to which parks now meet the needs of special populations and the ways in which use by these groups can be encouraged.

## 9. Park Tabloids

The park tabloids which have been developed by various park superintendents are well done, useful, and well received by the public. The park superintendents are to be congratulated for pursuing innovative funding approaches such as service clubs, donations, advertising, etc.

### Recommendation 9:

It is recommended that the introduction of park tabloids be extended to all provincial parks where, in the opinion of the park superintendent, it is feasible to do so.

### Minister's Response:

I appreciate Council's support for the expanded use of park tabloids where feasible. We shall continue to follow this course of action.

## BILINGUALISM

### 10. Provision of Bilingual Services

Those visitors requiring bilingual services were very appreciative when receiving them. Recent efforts such as at Carillon and Algonquin Parks are to be commended. Bilingualism is a part of the hospitality aspect of tourism, attracts tourists from Quebec, and is to be encouraged.

#### Recommendation 10:

In designated bilingual districts and where tourism warrants, some services should be provided in both languages, e.g. telephone service, publications, gate staff.

#### Minister's Response:

The Ministry is required by the French Language Services Act to move toward the provision of certain bilingual services in parks and offices in designated districts within the province. In addition, my Ministry will strive to provide, where feasible, bilingual services in parks where tourism demand makes these services desirable.

## CONTRACTING

### 11. Whole Park Operations

The public, through our sampling, remains apprehensive that there may be a possible return to whole park contracting. It is not well known that a firm decision has been made to not contract out whole parks. A re-emphasis of this decision is needed.

#### Recommendation 11:

That the decision to discontinue whole park contracting be reinforced through various parks' literature for the next two years.

#### Minister's Response:

The opportunities to communicate this message through existing parks literature are rather limited. Wherever possible, however, we will seek to reinforce the message that contracting of whole park operations is not being pursued as a management strategy at this time.

### 12. OTHER CONTRACTING/CONCESSION OPERATIONS

Comments indicated that the public is very sensitive to the contracting of services which involve direct contact with them, i.e. access point operations, campground operations. the public has expectations regarding these services and the high quality standards set must be maintained. Particular concerns were expressed with such areas as washroom and grounds maintenance, concession operations.

Some private contractors, it must be noted, are doing an excellent job with the contracts which they have with the Ministry in concession operation and various maintenance functions.

Recommendation 12:

That the Ministry continue to exercise prudence in the contracting out of those services which involve direct contact to the public in order to maintain the high quality standards expected by the public.

Minister's Response:

As you have noted, many of the contracted maintenance/concession operations are providing high quality services in provincial parks. We will continue to improve monitoring and auditing procedures to ensure consistent quality of contracted functions.

DISABLED ACCESS

13. Improvements in Accessibility

Unfortunately, the general parks system lags behind other public facilities in providing access for the physically disabled. Unfortunately those areas where access is currently provided are incomplete. For example, a washroom building is accessible but because it is completely surrounded by sand the disabled are unable to reach it.

The general consensus was that the parks should take a leadership role in providing very good access through quality facilities/improvements in a smaller number of key parks (particularly those near-urban areas) rather than attempt under-capitalized improvements across the system.

Recommendation 13:

That in the planning, construction and renovation of a facility's programs and services it shall be the policy to provide the highest level of accessibility possible and feasible to disabled individuals in keeping with the protection and enhancement of the natural environment within the parks system. Recommendation emphasis should be placed on providing exceptional access in a smaller number of near urban centres rather than attempt under-capitalized improvements across the system.

Minister's Response:

I strongly support this recommendation. We recognize the need to provide greater accessibility for the disabled. For certain kinds of facilities, for example, comfort stations, disabled access is an essential aspect of ongoing upgrading and new development. However, there is clearly the need to focus our efforts to improve access broadly to park opportunities and facilities. Your suggestion of providing exceptional access in a smaller number of parks near demand centres is an excellent one which we will follow in our capital improvement planning and implementation.

## PARKS GUIDE

### 14. Improvements to Guide

The parks guide is generally recognized as a high quality, informative bilingual, useful document well received by the public. Suggestions for improvements included:

- short description of the goals of the park system and each park classification
- information concerning the Parks Council (role, chairman's name, address, etc.)
- mileage chart (park to park)
- reservation phone number prominently at the top of the page rather than the general park phone number
- eliminate the vacation planner
- consider charging for the guide as a marketing tool.

### Recommendation 14:

That the Ontario Provincial Parks Guide, a most useful document, be improved through the following:

- short description of each park classification from the standpoint of what the user might expect
- information concerning the Parks Council (role, chairman's name, address, etc.) for feedback purposes
- mileage chart (park to park)
- reservation phone number prominently at the top of the page rather than the general park phone number
- eliminate vacation planner and
- consider charging for this guide as a marketing tool.

### Minister's Response:

I appreciate your suggestions for improving the Provincial Parks Guide. For the coming year we have acted on your recommendations about featuring the phone number for reservations more prominently and eliminating the vacation planner. We shall look into providing a description of each park class and a mileage chart for trip planning. We shall also discuss further with you your suggestion of including information on Parks Council for feedback purposes. Regarding your recommendation that we charge a fee for this guide, we have concluded that this would detract from the effectiveness of this particular publication as a marketing tool, not add to it.

## RESERVATION SYSTEM

### 15. Improvements to Reservation System

One hundred and seventy-eight (178) comments (5.6%) were received relative to the reservation system (Table 3). Fifty-four percent (54%) suggested changing or improving the service, twenty-four percent (24%) were satisfied with the service and twenty-one percent (21%) preferred no reservation system and it was indicated that it must be clear, concise, and easily understood by the public.

The current reservation system changes which are underway are supported by the Provincial Parks Council. The move to computerization will aid in streamlining the system and the dollars for the new system must be found.

#### Recommendation 15:

The Provincial Parks Council supports the current changes underway in the reservation system and further recommends that the necessary dollars for the new computerized system be supplied over and above current budget levels.

#### Minister's Response:

Council's support for our initiative to improve the campsite reservation system in provincial parks is appreciated. We are endeavouring to ensure that adequate funding is provided to implement these improvements.

### CAMPGROUNDS

#### 16. Washroom Improvements

There is a strong demand for comfort stations and for washroom improvements. Cleanliness concerning the existing facilities was expressed on many occasions. Indeed, Table 4 illustrates comments regarding personal care facilities and that twenty-five percent (25%) of those commenting requested improved maintenance of showers and washrooms while a further forty-four percent (44%) requested additional shower/washroom improvements. The initiatives to develop solar energy applications were commented upon most favorably.

#### Recommendation 16:

That the Ministry continue to move towards the provision of a comfort station in each campground where feasible to reflect the increased expectation of campers.

#### Minister's Response:

Over the past number of years we have been moving in this direction of providing further access to comfort stations and showers in our park system. Proposals for the 5-year capital development program underway include 81 projects to add or improve comfort station/shower facilities in parks.

#### 17. Campground Roads

With regards to existing campground roads, it was suggested that the general level of maintenance of roads be improved. Much public concern was expressed with the existing speed limit in campground areas and this should be reduced.

Recommendation 17:

It is recommended in all campground areas that the present 40 kilometre per hour speed limit be reduced to 25 kilometres per hour.

Minister's Response:

I agree with this recommendation. We are presently seeking authority from the Ministry of Transportation to post speed limits to as low as 20 kilometres per hour in order to act on this recommendation.

18. Design of Campgrounds

Concerns were expressed with the design of campgrounds and requests were received that consideration be given to segregating electrical sites from tent areas. In addition, the location of the fire pit and electrical sign hook-ups created problems for trailers because of the standard location of trailer doors.

Recommendation 18:

That a review of campsite layouts be undertaken and improvements initiated where warranted to make the best possible use of the site in terms of segregating electrical sites, fire pit locations, etc.

19. Campsite Maintenance

The Parks Council encourages the continuing efforts to rehabilitate campsites and to maintain the quality of campsites and suggests the implementation of campsite maintenance improvement plans in parks not presently having them. In times of fiscal restraint, the campsite maintenance programme tends to suffer and this was reflected in comments from the public.

Recommendation 19:

That campsite maintenance improvement plans be implemented in parks not presently having these and that sufficient funds be provided for campsite maintenance/rehabilitation including off season maintenance activities.

Minister's Response (Recommendations 18 and 19):

I acknowledge the concerns for improvement here. We shall continue to address campsite design problems when rehabilitation work is undertaken. Electrical sites typically are grouped together in existing campground layouts and it is difficult to see what further could be done to segregate these sites in many parks. We shall place more emphasis on campsite maintenance/rehabilitation plans. Campground maintenance/rehabilitation is emphasized in proposals for our 5-year capital development program -- a total of 51 projects have been proposed involving over \$4 million.

## 20. Additional Campsites

The need was noted for additional campsites or new campgrounds in certain high demand situations, e.g. Bronte Creek, Sandbanks, Pinery and others.

### Recommendation 20:

That additional campsites be provided in high demand situations in keeping with the protection of park resources and with resource capabilities.

### Minister's Response:

We acknowledge public interest in providing more camping capacity in high-demand parks. We intend to move carefully here on a case by case basis with foremost consideration being given to protection of the park resource and the capability of the private sector to accommodate camping needs associated with these parks.

## 21. Electrical Sites

Increasing requests for electrical sites were in evidence both from the direct users interviewed as well as the comment cards.

It was suggested that electrical sites be grouped together in one campground where possible to minimize the impact on other camping parties due to air conditioners and other appliances operating late at night.

### Recommendation 21:

That the Ministry of Natural Resources continue to satisfy perceived demand for additional grouped electrical sites on an individual park basis.

### Minister's Response:

We are addressing this concern and are taking steps to provide electrical sites where demand warrants and where appropriate given the kind of opportunities provided in the park and in proximity to the park.

## VISITOR SERVICES

### 22. Visitor Services Improvements

Visitor Services were second only to the basic park resource as an important element of the park experience to visitors. Table 2 indicates the comments regarding visitor services with fifty-seven percent (57%) of visitors being satisfied with the present programs and park information. Improvements were requested in the following areas: programs (23%), literature (12%) and interpretive trails and displays (7.4%)

Recommendation 22:

That visitor services functions be expanded throughout the system, be made bilingual where feasible, and offer specific material for the entire family, including children.

Minister's Response:

I acknowledge the need to look more closely at visitor services requirements for the parks system. We will be looking at our existing visitor services activities and the need for expansion, revision or re-orientation of these functions. I would like to maintain communications with Council on developments in this important area of the provincial parks program.

23/24. Visitor Centres

There was a definite need expressed in parks with interpretive programs for visitor centres in order to provide a focus for the entire park's program, e.g. Pinery, Lake Superior, etc. In addition, many persons commented that existing visitor centres should be upgraded where necessary to provide better quality experiences.

Recommendation 23:

That visitor centres be constructed in parks with large interpretive programs such as Pinery and Lake Superior Provincial Parks.

and

Recommendation 24:

That existing visitor centres be upgraded where necessary to provide better quality experiences.

Minister's Response (Recommendations 23 and 24):

I agree with Council's recommendations regarding establishing visitor centres in key parks and upgrading existing visitor centres. Our capital development program in the next five years will place considerable emphasis on new/upgraded visitor centres. 37 projects in total have been proposed including visitor centres in major parks such as Algonquin, Lake Superior, Pinery and Killarney.

25. Visitor Services Programming/Signs

In order to expand and enhance visitor services, suggestions concerning the pursuit of co-operative efforts with other public and private agencies were received. Visitor services could play a greater role in focusing on educating visitors re: acceptable behaviour in parks as well as support a more personalized approach to the delivery of effective interpretive programs, e.g. guided walks, etc. The public was interested in programming considering the family as a unit as well as addressing a variety of needs for children (rainy day events, etc.).

Self-guiding interpretive trails, displays and viewpoints were well received by the public but in certain parks, existing signage was not adequate. Signage directing people to the exact park location was lacking in several instances.

Recommendation 25:

That consistent sign plans be developed and implemented and that they address directional needs both within and outside the park.

Minister's Response:

Sign plans have been established in many of our parks as part of operations planning. However, there is a need to continue our efforts to develop and improve sign plans including more emphasis on assessing user needs and on consistency.

26. Publications

With regards to the information function of visitor services, it was noted that the interior wilderness maps were well done but that provision of materials pertinent to the park such as topographic maps for sale, information on surrounding areas, etc. could be improved. The need to emphasize staff training in providing information was noted.

Recommendation 26:

That where practicable, materials pertinent to the park and surrounding areas be available to the general public.

Minister's Response:

We shall seek to provide these materials more consistently across the park system.

27. Cultural Heritage Interpretation

Natural heritage interpretation was noted by the public as being quite well done but there is a need to improve the cultural heritage interpretation aspects. Local community human resources should be utilized in furthering cultural heritage interpretation especially where aboriginal resources are available.

Recommendation 27:

That the interpretation of cultural heritage be improved by the utilization of local community human resources where applicable.

Minister's Response:

I recognize cultural heritage interpretation as an important aspect of our interpretive program. Your suggestion of involving local residents in assisting with cultural heritage interpretation is a good one which we have pursued in certain situations. We shall look at ways of further implementing this recommendation. Our volunteer program and our co-operating association initiatives offer a number of

possibilities here for this kind of emphasis.

#### UNACCEPTABLE BEHAVIOUR IN PARKS (ENFORCEMENT)

##### 28/29. Enforcement Improvements

The public is receptive to the increased enforcement of regulations and views these in a positive manner. Problems continue to exist however with uncontrolled pets, alcohol in southern parks, and noise. Thirty-six percent (36%) of the users commenting indicated that they wished better control of noise while an additional twenty-five percent (25%) requested better control of pets and eight percent (8%) favoured an extension of the alcohol ban (Table 5).

The public generally feels that greater efforts should be made toward more consistency and strictness in enforcement. Verbal warnings should be employed consistently and courtesy extended regardless of provocation. There appeared to be a need for more adequate information on key park rules through signs, handout summary of rules, etc. with particular emphasis on rules which might be unfamiliar to new or out-of-province visitors.

##### Recommendation 28:

That Park Superintendents be encouraged to enforce more strictly the regulations pertaining to noise control, pets and alcohol within the parks system.

##### Minister's Response:

The subject of enforcement is a difficult one to address. It must be recognized that enforcement needs differ substantially across the park system and consequently the measures required will differ depending on the situation. However, I agree wholeheartedly with the public's concern for greater consistency in approach and strictness in enforcement. We shall continue our efforts to improve consistency of enforcement and the degree of enforcement within the limits of funds which can reasonably be devoted to these efforts.

##### Recommendation 29:

That the education, promotion aspects of responsible behaviour in parks be reinforced through visitor services programs, information, signage, handouts and verbal warnings.

##### Minister's Response:

I acknowledge the need to continue our efforts in encouraging responsible behaviour. We have used a variety of measures to promote responsible behaviour including providing clear information on rules regarding noise, pets and alcohol and undertaking specific campaigns to heighten user awareness. We shall investigate further ways of encouraging appropriate behaviour.

### 30. Pets

The public is supportive of allowing pets into the Provincial Parks System. However, many comments were received on the fact that the current pet regulations were not being enforced strictly enough, i.e. no pets on the beach and further, that pets were being allowed to defecate in public areas.

#### Recommendation 30:

That the regulations regarding pets be enforced and that innovative ways of dealing with pet problems be investigated, i.e. dog runs, stoop and scoop, etc.

#### Minister 's Response:

The regulations regarding pets are a difficult area of enforcement in parks just as they are in other locations. We have experimented with some innovative approaches including designating areas specifically for pets. We shall continue to seek ways of alleviating pet-related problems and of providing more effective enforcement.

### STAFFING

#### 31. Staff Hospitality Training

Staff generally are held in a very high regard by the public. They are well-trained, enthusiastic, smiling and make a very favorable impression with visitors to the Provincial Parks.

#### Recommendation 31:

That the recent emphasis on both full-time and part-time staff orientation and training in the areas of interface with the public be continued and enhanced.

#### Minister's Response:

I appreciate Council's support for our initiatives in this area. I am pleased with the progress we have made in customer service training and we shall continue our efforts to enhance orientation and training of our staff.

#### 32. Staffing Resources/Plan

It is also, however, the public's perception that the full-time human resources are not in place to meet the existing Provincial Park mandate. New staff are generally short-term contract employees with the resultant difficulties for them to commence in the parks system and progress to a full-time career. Stop gap measures have been used very extensively to provide human resources, i.e. service contracts, government make-work programs, etc. Constraints have fallen heavily on existing staff resources. The need for an overall human resources plan has become evident.

### Recommendation 32:

That an overall human resources plan be developed for the parks program to include but not be limited to such topics as:

- appropriate staffing
- training opportunities
- recruitment opportunities and strategies
- equality of opportunity (genders)
- composition of academic/skills training backgrounds
- career development strategies.

### Minister's Response:

I would note that my Ministry does have a human resources planning system in place which is intended to encompass the needs of all Ministry program areas. The topics included in your recommendation are addressed in this planning system. We review this system regularly and endeavour to address any deficiencies related specifically to the parks program.

### VOLUNTEERS/CO-OPERATING ASSOCIATIONS

#### 33. Increased Emphasis on Volunteers/Co-operating Associations

The use of volunteers and co-operating associations is very well received by the public. Programs such as "Friends of ---" and the "Host Program" were particularly mentioned. Volunteers and co-operating associations are one of the major ways in which park operations, marketing, education, etc. can be expanded at very little cost. These programs will augment, enhance and increase the awareness of park management and protection objectives. Successful programs such as the Children's Litter Pick Up Button Program should be expanded to parks across the province.

### Recommendation 33:

Steps be taken to enhance the parks' program through an increased emphasis on the use of volunteers and co-operating agencies thereby promoting good citizenship and awareness of the fragility of the natural environment. These steps are intended to enhance and augment the existing parks' program not replace existing staff or provide for current staffing needs.

### Minister's Response:

Council's support for our initiatives in these areas is acknowledged with appreciation. We intend to continue our efforts along the lines that you recommend.

## MAINTENANCE

### 34. Improved Maintenance Funding

Many comments on the maintenance, both positive and negative, were received. A general feeling was expressed that facility and park infrastructure maintenance has not yet recovered from past fiscal restraints. These constraints appear to have had a very negative effect on the maintenance of the capital plant.

#### Recommendation 34:

That the financial resources be provided on a continuing basis to meet the maintenance standards set for facilities and infrastructure in the Provincial Parks System.

#### Minister's Response:

I acknowledge the need for continuing funding for facility maintenance. We have identified an annual funding level of approximately 2% of the value of the capital plant as a target to be achieved here. The capital maintenance funding received under our recently approved 5-year initiative represents a good start toward achieving an adequate level of funding for maintenance purposes.

## CONCLUSION

The Ontario Provincial Parks continue to be, from the users' standpoint, an excellent system. Eleven hundred and fifty (1150) written comment cards have been analyzed and reviewed. Fully nine hundred and three (903) of these cards give an indication of overall user satisfaction with the existing Provincial Parks System. Approximately ninety percent (90%) of these commenting (903) (Table 6) are satisfied with their visit. Positive comments were received (Table 7) on park facilities (30.9%), park staff (25.5%), park atmosphere (16.7%), visitor services (14.6%), enforcement (5%) and preference for natural undeveloped parks (4.5%)

The Parks Council believes, that the implementation of the recommendations contained herein will aid in the maintenance and improvement to the overall system.

#### 4. THE FUTURE

##### 4.1 COUNCIL'S TASKS

For 1988/89 The Minister of Natural Resources has asked Council to complete the review of the management plan for Quetico Provincial Park and commence the review of the management plan for Algonquin Provincial park through the following terms of reference.

- . review and evaluate background information and assist the Ministry in preparing the information package,
- . host a public consultation process related to the management plan review,
- . evaluate public input and prepare recommendations on management plan policies and directions.

Council may also be involved in other tasks at the invitation of the Minister.

## APPENDICES

APPENDIX A

KEY INTEREST GROUPS CONTACTED

National Campers and Hikers Association  
Canadian Legislation Directors,  
R. R. 6  
"Norwin" Guelph, Ontario  
N1H 6J3

Bruce Trail Association  
P.O. Box 857  
Hamilton, Ontario  
L8N 3N9

Ontario Research Council on Leisure  
Ontario Sports Centre  
1220 Sheppard Avenue East  
Willowdale, Ontario  
M2K 2X1

Sierra Club of Ontario  
229 College Street  
Toronto, Ontario  
M5T 1R4

Ontario Private Campground Association  
55 Nugget Avenue  
Suite 230  
Scarborough, Ontario  
M1S 3L1

Wilderness Canoe Association  
P.O. Box 496  
Postal Station K  
Toronto, Ontario  
M4P 2G9

Ontario Federation of Anglers and Hunters  
P.O. Box 28  
Peterborough, Ontario  
K9J 6Y5

Canadian Wildlife Federation  
1673 Carling Avenue  
Ottawa, Ontario  
K2A 3Z1

Ontario Professional Forester's Association  
10255 Yonge Street  
Suite 202  
Richmond Hill, Ontario  
L4C 3B2

Canadian Camping Association  
1806 Avenue Road  
Toronto, Ontario  
M5M 3Z1

Ontario Federation of Snowmobile Clubs  
99 Marshall Street  
Barrie, Ontario  
L4N 4L5

Ontario Forestry Association  
150 Consumers Road  
Willowdale, Ontario  
M2J 1P9

Ontario Recreational Canoeing Association  
(Canoe Ontario)  
1220 Sheppard Avenue East  
Willowdale, Ontario  
M2K 2M1

Ontario Parks Association  
101 Ridgeway Road  
Scarborough, Ontario  
M1P 4W9

APPENDIX A - Continued

Interpretation Canada Ontario Section  
Box 2667  
Station D  
Ottawa, Ontario  
K1P 5W7

Association Canadienne Francaise de l'Ontario  
255 chemin Montreal  
Vanier, Ontario  
K1L 6C4

Canadian Parks/Recreation Association  
333 Chemin river Road  
Vanier, Ontario  
K1L 8H9

Parks and Recreation Federation of Ontario  
1220 Sheppard Avenue  
Suite 213  
North York, Ontario  
M2K 2X1

Association of Municipalities of Ontario  
100 University Avenue  
Toronto, Ontario  
M5J 1V6

Canadian Parks and Wilderness Society  
Suite 313  
69 Sherbourne Street  
Toronto, Ontario  
M5A 3X7

Canadian Recreational Canoeing Association  
Box 500  
Hyde Park, Ontario  
NOM 1Z0

Canadian Nature Federation  
75 Albert Street  
Room 203  
Ottawa, Ontario  
K1P 6G1

Ontario Camping Association  
1806 Avenue Road  
Toronto, Ontario  
M5M 3Z1

Ontario Cycling Association  
1220 Sheppard Avenue East  
Willowdale, Ontario  
M2K 2X1

Tourism Ontario  
Suite 801  
180 Bloor Street West  
Toronto, Ontario  
M5S 2V6

Ontario Museum Association  
38 Charles Street East  
Toronto, Ontario  
M4Y 1T1

Association of Conservation  
Authorities of Ontario  
71 King Road  
King City, Ontario  
L0J 1K0

Ontario Recreation Society  
1220 Sheppard Avenue East  
Willowdale, Ontario  
M2K 2X1

Wildlands League  
229 College Street  
Toronto, Ontario  
M5T 1R4

Northern Ontario Tourist  
Outfitters Association  
P.O. Box 1140  
North Bay, Ontario  
P1B 8K4

APPENDIX A - Continued

Canadian Family Camping Federation  
97 Yonge Street  
Richmond Hill, Ontario  
L4C 1T7

Conservation Council of Ontario  
Suite 202  
74 Victoria Street  
Toronto, Ontario  
M5C 2A5

Federation of Ontario Naturalists  
355 Lesmill Road  
Don Mills, Ontario  
M3B 2W8

Council of Outdoor Educators of Ontario  
c/o John Aikman, Membership Secretary  
47 Rama Court  
Hamilton, Ontario  
L8W 2B3

Natural Heritage League  
2nd Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9

Ontario Trail Builders Association  
R. R. 2  
Washago, Ontario  
L0K 2B0

Ontario Historical Society  
5151 Yonge Street  
Willowdale, Ontario  
M2N 5P5

# APPENDIX B BROCHURE AND COMMENT CARD

## Business Reply Mail

No postage stamp  
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in Canada

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## Correspondance - réponse d'affaires

Se poste sans  
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Le port sera payé par



Mr. Lloyd Burridge  
Chairman  
Provincial Parks Council  
2450 McDougall St.  
Windsor, Ontario  
N8X 9Z9

Monsieur Lloyd Burridge  
Président  
Conseil des parcs provinciaux  
2450, rue McDougall  
Windsor (Ontario)  
N8X 9Z9

## Qu'en pensez- vous?

Le Conseil des  
parcs provinciaux  
de l'Ontario veut  
savoir.

## What do you think?

The Ontario  
Provincial Parks  
Council would  
like to know

## About the Council

The Provincial Parks Council is a citizens' advisory committee which reports to the Minister of Natural Resources on matters pertaining to the policy, planning, development and management of Ontario's provincial parks. To help ensure that the provincial parks system remains responsive to the changing needs of its visitors, the Council regularly solicits comments from the public.

The members of the Council are:

Lloyd Burridge (Chairman)	Eileen Silverlock (Vice-Chairman)
Windsor	Niagara Falls
Margaret Wanlin Atikokan	Claude Cousineau Kanata
David Stewart Caché Bay	Carol Bradley Pembroke
Margot Doey-Vick Ottawa	Bruce Beamer Lion's Head

## How You Can Help?

The Minister of Natural Resources has asked the Provincial Parks Council to assess how well the provincial parks system is meeting the needs of park users, particularly the family, and further, to suggest what improvements could be made to the services, facilities and programs offered in parks.

The Council is interested in your views on the adequacy of, and your suggestions for improvements to, park services, facilities and programs, specifically:

- information (e.g. Parks Guide, leaflet, tabloid) received prior to and during your visit
- hospitality of park staff
- campsite reservation service
- enforcement of park regulations
- use of alcohol/ban in selected parks on May weekends
- campsite amenities (e.g. picnic tables, fireplace grates, electrical hook-ups)



Ministère des  
Parcs  
naturels  
Lloyd Burridge  
Chairman  
Provincial Parks Council



Ministry of  
Natural  
Resources  
Lloyd Burridge  
Chairman  
Provincial Parks Council

- personal care facilities (e.g. toilets, comfort stations, showers)
- picnic areas (e.g. visitor centres, picnic areas, beaches)
- recreational activities (e.g. outdoor skills training, organized events)
- interpreting events (e.g. conducted walks, evening programs)
- other

Please comment on the card provided, detach and mail to the Chairman of the Parks Council by September 15, 1987. The Council will submit its report to the Minister by October 31, 1987.

Members of the Council will be in the following parks on the dates noted and would be pleased to speak with you personally.

Thursday, July 23 Kettle Lakes  
Saturday, July 25 Lake Superior  
Wednesday, August 19 Pinery  
Friday, August 21 Sandbanks

Please take this opportunity to tell us what you think.

### For Further Information:

Mr. Lloyd Burridge Mr. Fred Bishop  
Chairman Parks Branch  
Provincial Parks Ministry of  
Council Natural Resources  
Toronto  
Windsor (416) 965-2745  
(519) 255-6731

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Additional copies available from:  
Parks and Recreational Areas Branch,  
Ministry of Natural Resources, 3329  
99 Wellesley St. W., Queen's Park,  
M7A 1W3

### Le conseil

Le Conseil des parcs provinciaux est un comité consultatif de citoyens qui présente des rapports et des recommandations sur les questions touchant à la politique, à la planification, au développement et à la gestion des parcs provinciaux de l'Ontario. Le conseil invite régulièrement le public à donner ses commentaires, garantissant ainsi que le système de parcs provinciaux suit l'évolution des besoins des visiteurs.

Le conseil est composé de :

Lloyd Burridge (président) Eileen Silverlock  
Windsor (vice-présidente)  
Niagara Falls

Margaret Wanlin Claude Cousineau  
Atikokan Kanata

David Stewart Carol Bradley  
Caché Bay Pembroke

Margot Dooy-Vick Bruce Beamer  
Ottawa Lion's Head

### Comment pouvez-vous nous aider?

Le ministre des Richesses naturelles a demandé au Conseil des parcs provinciaux d'évaluer dans quelle mesure le système actuel répond aux besoins des usagers des parcs, notamment des familles, puis de suggérer des améliorations aux installations et aux programmes offerts dans les parcs.

Le conseil aimerait connaître votre opinion sur les services, les installations et les programmes offerts dans les parcs et vos suggestions quant aux améliorations à apporter, plus particulièrement en ce qui concerne :

- les renseignements (ex. : guide des parcs, dépliants, tabloids) reçus avant ou pendant votre visite
- l'accueil réservé par le personnel des parcs
- le service de réservation des emplacements de camping
- l'application des règlements des parcs

- l'interdiction des boissons alcoolisées dans certains parcs pendant les fins de semaine
- les installations des emplacements de camping (ex. : tables de pique-nique, grils, prises de courant)
- les installations sanitaires (ex. : toilettes, pavillons de toilettes, douches)
- les installations aires d'utilisation (ex. : centres des visiteurs, aires de pique-nique, plages)
- les activités de loisirs (ex. : formation en loisirs de plein air, événements, organisés)
- les activités d'interprétation (ex. : randonnées guidées, programmes du soir) autres

Donnez vos commentaires sur la carte ci-jointe que vous détachez et adressez au président du conseil des parcs avant le 15 septembre 1987. Le conseil remettra son rapport au ministre avant le 31 octobre 1987.

Les membres du conseil se rendront dans les parcs suivants, aux dates ci-dessous, où ils se feront un plaisir de vous rencontrer.

Le jeudi 23 juillet Kettle Lakes  
Le samedi 25 juillet Lake Superior  
Le mercredi 19 août Pinery  
Le vendredi 21 août Sandbanks

Profitez de l'occasion pour nous faire part de votre point de vue.

### Renseignements :

Centre d'information du ministère des Richesses naturelles  
(416) 965-9751

3391  
(100 K P. R. 87 07 09)  
ISBN 0-7729-2634-4

APPENDIX C

DIRECT USER CONTACTS

BY

PROVINCIAL PARK COUNCIL

<u>PARKS</u>	<u>EVENING PROGRAMME</u>	<u>CAMPSITES VISITED</u>	<u>PERSONS INTERVIEWED</u>	<u>OPEN HOUSE</u>
Kettle Lakes	45	32	96	12+
Lake Superior	85	53	159	--
Pinery	400	68	221	--
Ipperwash	--	45	128	--
Darlington*	--	6	18	--
Sandbanks	200	20	63	--

\* Approximately 2 hours only.

+ Discontinued due to minimal response.

APPENDIX D

1987 Ontario Provincial Parks Council Survey

Parks Visited by Survey Respondents

Aaron	1
Algonquin	48
Arrowhead	27
Awenda	36
Balsam Lake	11
Bass Lake	2
Blue Lake	7
Bon Echo	21
Bonnechere	3
Bronte Creek	47
Caliper Lake	3
Carillon	8
Carson Lake	1
Charleston Lake	13
Chutes	9
Craigleith	4
Cyprus Lake	3
Darlington	5
Devil's Glen	7
Driftwood	13
Earl Rowe	14
Emily	8
Esker Lakes	1
Fairbanks	5
Ferris	4
Finlayson	2
Fitzroy	2
Frontenac	9
Greenwater	1
Grundy Lake	29
Halfway Lake	11
Inverhuron	1
Ipperwash	1
Ivanhoe	5
Kakabeka Falls	15
Kap-Kig-Iwan	2
Kettle Lakes	49
Killarney	21
Killbear	83
Lake Superior	38
Lake St. Peter	11
Lake Nipigon	4
Lake of the Woods	16
Long Point	21
MacGregor Point	20
MacLeod	9
Mara	2

APPENDIX D - continued

Marten River	2
McRae Point	10
Middle Falls	1
Mikisew	1
Mississagi	4
Murphys Point	17
Neys	4
Oastler Lake	12
Obatanga	13
Ojibway Prairie	1
Quimet Canyon	4
Pakwash	1
Pancake Bay	14
Petroglyphs	4
Pinery	30
Point Farms	16
Port Burwell	15
Potholes	2
Presqu'ile	39
Quetico	11
Rainbow Falls	1
Rene Brunelle	19
Restoule	6
Rideau River	11
Rock Point	6
Rondeau	32
Rushing River	8
Samuel de Champlain	11
Sandbanks	42
Sandbar	2
Sauble Falls	4
Selkirk	4
Serpent Mounds	9
Sharbot Lakes	11
Sibbald Point	31
Sibley	16
Silent Lake	22
Silver Lake	5
Sioux Narrows	5
Six Mile Lake	23
Sturgeon Bay	1
The Shoals	8
Turkey Point	10
Wakami Lake	3
Wasaga Beach	18
Wheatley	4
White Lake	21
Windy Lake	25

Number of Parks Represented: 97

Note: Because some respondents recorded visits to a number of parks, there are more park visits recorded than survey responses.

1987 Ontario Provincial Parks Council Survey

Recommended Park Improvements

(1443 cases - 100%)

Table 1

General Maintenance

Improve Maintenance of Showers/Washrooms	9.4%
Add/Improve Garbage Facilities	3.1
Repair Roads	2.4
Spray Insects/Poison Ivy	<u>1.8</u>
	16.7%

Facilities Improvements

Add/Improve Showers	10.0%
Add/Improve Washrooms	6.3
More Sites with Electric	5.0
Add/Improve Water Facilities	2.2
Add/Improve Concessions	<u>1.4</u>
	24.9%

Use Areas

Add/Improve Campsites	4.6%
Enlarge/Improve Swimming/Beach Area	1.9
Improve Picnic/Day Use Areas	1.1
Establish Family Campground Areas	<u>0.8</u>
	8.4%

Other

Improve Signs/Better Directions	2.9%
Provide Free Firewood	2.7%
Extend Park Season	1.5%

1987 Ontario Provincial Parks Council Survey

Recommended Park Improvements

(1443 cases - 100%)

Table 1

Visitor Services

Add/Improve Interpretive Programs	3.5%
Add/Improve Evening Programs	1.9
Add/Improve Children's Programs	1.8
Add/Improve Interpretive Trails/Displays	2.4
Improve Park Information/Literature	<u>3.8</u>
	13.4%

Fees

Reduce Fees	2.8%
Eliminate Fees	<u>0.3</u>
	3.1%

Maintain Senior Citizen Discounts	1.3%
Eliminate Senior Citizen Discounts	1.2%

Reservation Service

Improve System	6.7%
Eliminate System	<u>2.6</u>
	9.3%

Enforcement

Control Noise/Improve Security	7.6%
Control Pets	5.3
Extend Alcohol Ban	<u>1.7</u>
	14.6%

1987 Ontario Provincial Parks Council Survey

Comments Regarding Visitor Services

(458 cases - 14.1%)

Table 2

Satisfied With Visitor Services Programs	46.1%
Satisfied With Park Information	11.6%
Add/Improve Interpretive Programs	11.1%
Add/Improve Evening Programs	6.1%
Add/Improve Children's Programs	5.7%
Improve Information/Park Literature	12.0%
More Interpretive Trails/Displays	7.4%

1987 Ontario Provincial Parks Council Survey

Comments Regarding Reservation Service

(178 cases - 5.6%)

Table 3

Satisfied With the Service	24.1%
Change/Improve the Service	54.5%
Prefer No Reservation Service	21.4%

1987 Ontario Provincial Parks Council Survey

Comments Regarding Personal Care Facilities

(534 cases - 16.5%)

Table 4

Satisfied With Personal Care Facilities	30.7%
Add/Improve Washrooms	17.0%
Add/Improve Showers	26.8%
Improve Maintenance of Showers/Washrooms	25.5%

1987 Ontario Provincial Parks Council Survey  
Comments Regarding Level of Security and Enforcement

(302 cases - 9.3%)

Table 5

Satisfied with:	
Enforcement of Park Regulations	16.9%
Alcohol Ban	13.2%
Recommendations:	
Control of Noise/Improved Security	36.4%
Control of Pets	25.4%
Extended Alcohol Ban	8.0%

1987 Ontario Provincial Parks Council Survey

Level of Visitor Satisfaction

(903 cases - 80.4%)

Table 6

Very Satisfied	6.4%
Satisfied	89.5%
Not Satisfied	4.1%

1987 Ontario Provincial Parks Council Survey

Reasons for Enjoyment

(1797 cases - 100%)

Table 7

Park Facilities

Facilities Use Areas	14.0%
Personal Care Facilities	9.1
Campsite/Campsite Amenities	<u>7.8</u>
	30.9%

Park Staff 25.5%

Park Atmosphere 16.7%

Visitor Services

Programs	11.7%
Park Information	<u>2.9</u>
	14.6%

Enforcement

Enforcement of Park Regulations	2.8%
Alcohol Ban	<u>2.2</u>
	5.0%

Prefer Natural/Undeveloped Parks 4.5%

Reservation Service 2.4%

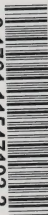








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